

U.S. Department of Housing and Urban Development

1280 Maryland Avenue, SW
Suite 800
Washington, D.C. 20024-2135
June 30, 2003



OFFICE OF PUBLIC AND INDIAN HOUSING
REAL ESTATE ASSESSMENT CENTER

Dear Executive Director:

We are pleased to announce the initiation of the 9/30/03 Customer Service and Satisfaction Survey sponsored by the Office of Public and Indian Housing Real Estate Assessment Center (PIH-REAC). PIH-REAC's Customer Service and Satisfaction Survey is the fourth indicator of the Public Housing Assessment System (PHAS). It is designed to measure residents' satisfaction with their overall living conditions.

This indicator is worth a total of 10 points. The score is based on three components:

1. Customer Service and Satisfaction Survey results (5 points)
2. Submission of an Implementation Plan certification (2 points)
3. Submission of a Follow-up Plan certification and development of a Follow-up Plan, if required (3 points)

STEPS REQUIRED OF PHAs IN THE SURVEY ADMINISTRATION PROCESS

Public Housing Agencies (PHAs) are responsible for the following steps in the survey administration process:

1. STEP ONE: UPDATING UNIT ADDRESS INFORMATION IN THE PUBLIC AND INDIAN HOUSING INFORMATION CENTER (PIC)

In order to facilitate the process required of PHAs to update unit address information, HUD will now use PIC as the central address repository for unit address information. Thus, PHAs are no longer required to update unit address information in the Resident Assessment Sub-System (RASS), but instead must update unit address information in PIC, and later certify in RASS that unit address information in PIC is correct. Update your unit address information in PIC before logging into RASS. Do not "certify" unit address information in RASS until you have updated your unit address information in PIC and reviewed your information to ensure that it appears correctly.

The PIC login screen can be accessed at <https://pic.hud.gov/PIC/Logon/userlogon.asp>. Update PIC unit address information to reflect the current makeup of your property using the instructions provided below.

INSTRUCTIONS FOR UPDATING INFORMATION IN PIC

As an important first step in the survey administration process, PHAs are responsible for ensuring that PIH-REAC has correct unit address information for all public housing residents.

PIC stores these addresses in three fields:

- The building physical address in the PIC Development submodule for **Public Housing**.
- The tenant physical address in the PIC Form 50058 submodule for Section 8.
- The tenant mailing address in PIC Form 50058 for Section 8 and **Public Housing**.

For Public Housing Addresses (used by RASS):

1. Access PIC unit address information by logging into: <https://pic.hud.gov/PIC/Logon/userlogon.asp>
 - Put your cursor on the Housing Inventory module.
 - Click on the Development sub-module.
 - Go to the Reports tab and click on it.
 - In the line under the Reports tab should be the heading "RASS Report" (you may need to arrow over to the right to see the report). Then click on it.
 - Put a check in the box for each development code or a check in the box to select all.
 - Page down and click on the Generate Report button located on the right hand side of the page.
 - The report displays the physical address and a mailing address side-by-side.
2. NOTE: "Door Numbers" (which are different from Unit Numbers) should only be filled in for any unit in a multi-unit building (Elevator Structures and Walkups). Row houses, town homes, semi-detached and single-family units should NOT have a door number.
3. **PHYSICAL ADDRESS:** The address shown in the physical address column is the building address that was entered under the building tab in the development sub-module and a door number if entered in under the unit tab.
4. **MAILING ADDRESS:** The mailing address is information from the most recent Form 50058 that has been entered into PIC for each tenant.
5. **Print the RASS Report.** This report displays the unit address and the mailing address (if provided) side-by-side.
 - a. If tenants use the physical address of the unit to receive mail, you should edit the appropriate building entrance address in the PIC development submodule if needed. When you are finished, you (the PHA) must "submit" the revised data to the field office for concurrence. If it is a multi-unit building, include the door number.
 - b. If tenants use a "mailing address" (e.g. PO Box), then the mailing address must be submitted by uploading a Form 50058 with the correct mailing address in Line 5c via the PIC Form 50058 submission submodule. Line 5b in Form 50058 ("Is the mailing address the same as the unit address?") must be marked "No". Then submit the Form 50058 as you normally do. Ensure that the form is accepted--correct errors if needed.
 - c. The database will be updated the following morning.
6. **Check the Changes.** Reprint the RASS report the following morning and check your work. All addresses should be correct. Please also ensure that all unoccupied units (including all units

scheduled for demolition) are designated vacant in PIC. RASS will not send surveys to units that are designated vacant in PIC, and will not include them in your RASS assessment. If your address information does not appear correctly, please return to step 5a.

Please note that you must update your unit address information in PIC **before** logging into RASS. Do not "certify" unit address information in RASS until you have updated your address information in PIC and checked that the changes are reflected in a new RASS Report (the next day).

If you need additional assistance accessing the PIC system or in updating your addresses in PIC, please contact PICHelp at 1-800-366-6827.

2. STEP TWO: CERTIFYING LANGUAGE INFORMATION AND PIC UNIT ADDRESS INFORMATION IN RASS

Once PHAs have updated their unit address information in PIC, they are then required to go to RASS to specify their language requirements and certify that both their language specifications and PIC address information are correct. PHAs should adhere to the following steps to certify language requirements and PIC unit address information in RASS:

INSTRUCTIONS FOR CERTIFYING ADDRESS AND LANGUAGE INFORMATION IN RASS

- a. Go to the PIH-REAC RASS system to certify addresses by logging into:
<http://www.hud.gov/reac/products/prodrass.cfm>
- b. Select "online systems"
- c. Select "log in" located at top of page
- d. Log in using your PHA User Name (begins with "M") and password.
- e. Select the "Resident Assessment Subsystem" link.
- f. Select the "Unit Address & Language" link.
- g. Update language information for all properties, where appropriate.
- h. Certify RASS language information and unit address information that you previously updated in PIC.

*Please do not click "certify" in RASS until you have updated your unit address information in PIC.

If you need additional assistance using the RASS system, please call the PIH-REAC Technical Assistance Center (TAC) at (888) 245-4860 between the hours of 7:30 AM-8:30 PM EST. This is a toll free number. You may also access the RASS User Manual of the RASS web page at http://www.hud.gov/offices/reac/products/rass/rass_user_manual.cfm

If unit addresses are not updated in PIC and certified in RASS by midnight EST on **July 31, 2003**, it may result in the loss of the 5 points possible for the survey section of the Resident Indicator score. This is due to the fact that incorrect addresses increase the number of undeliverable surveys and lowers resident response rates. Without a sufficient number of resident responses, RASS cannot issue a valid survey score. An insufficient number of completed and returned surveys may result in a PHA receiving a zero score for the survey section of the Resident Indicator.

3. STEP THREE: MARKETING THE SURVEY TO RESIDENTS (IMPLEMENTATION PLAN)

PHAs are responsible for marketing the survey to residents to help ensure the highest possible response rates. In the near future, PIH-REAC will send you a *Media Plan Guideline*, associated marketing materials, and a business calendar detailing relevant deadlines.

4. STEP FOUR: COMPLETING THE FOLLOW-UP PLAN

PHAs are required to complete a Follow-up Plan for any section in which they receive a score below 75%. The purpose of the Follow-up Plan is for PHAs to address any deficient areas identified by survey results. HUD requires PHAs to submit Follow-up Plan activity information via the Internet using RASS.

PHAs scoring at or above 75% in all survey sections are not required to develop and certify a Follow-up Plan, and will automatically receive the three points for this component of the Resident Indicator.

SURVEY ADMINISTRATION PREVIOUSLY DELAYED/ REVISED BUSINESS CALENDAR

Because of the delay in conducting the previous 9/30/02 FYE survey cycle, the current 9/30/03 assessment is now being initiated to help future assessments adhere to the Public Housing Assessment System (PHAS) scheduling requirements. Accordingly, PIH-REAC will mail you a business calendar detailing all pertinent survey administration dates and deadlines relevant to the upcoming assessment cycle. In the upcoming weeks, an online business calendar will also be made available to you at <http://www.hud.gov/offices/reac/products/prodrass.cfm>. Please refer to the online business calendar regularly for updates.

If you have any immediate questions or concerns, please call the PIH-REAC Technical Assistance Center at (888) 245-4860. This is a toll-free number.

Sincerely,

Elizabeth A. Hanson
Director
Office of Public and Indian Housing
Real Estate Assessment Center